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ABSTRACT

In 1983, as part of its overall review of craft catering education and training in Ireland, the National Craft Curricula and Certification Board commissioned a nationwide research study of the trends and developments in professional kitchen practice in all sectors of the hotel and catering industry. The study was conducted through interviews with 128 head chefs and 108 junior kitchen staff in hotels, hospitals, caterers, bars, restaurants, and carriers. The study sought to determine what features characterize the contemporary culinary product of the hotel and catering industry, what processes and practices are prevalent in preparing this culinary product, and what skills, knowledge, and attitudes are relevant to the preparation of this culinary product. Some of the main findings of the study were as follows: (1) the range of dishes offered is generally limited and unimaginative, although certain sectors do continue to feature more creative dishes; (2) cookery principles applied in the preparation of dishes are limited; (3) freshly prepared soups and sauces are more widely used than their convenience equivalents, although the use of convenience products is frequent; (4) traditional buffet presentations are infrequent and tend to be found in hotels only; (5) there is a trend in all sectors toward the provision of simple meals; (6) volume is of vital significance in certain industry sectors; (7) chefs are actively involved in menu compilation; (8) traditional kitchen organization is very unusual in Ireland; and (9) traditional skills are employed to a limited extent. The findings of the study will be used for curriculum revision for the chef and kitchen workers programs in Ireland. (KC)

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NATIONAL CRAFT CURRICULA AND CERTIFICATION BOARD

FOR THE

HOTEL, CATERING AND TOURISM INDUSTRY

NATIONAL KITCHEN RESEARCH SURVEY 1984

A REPORT TO THE

CURRICULA ADVISORY COMMITTEE

1 Ailesbury Road,
Ballsbridge,
Dublin 4.

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1. INTRODUCTION

1.1 THE CONTEXT OF THIS REPORT

In 1983, as part of its overall review of craft catering education and training in Ireland, the National Craft Curricula and Certification Board (NCCCB), through its Curricula Advisory Committee, commissioned a nationwide research study to investigate trends and developments in professional kitchen practice in all sectors of the hotel and catering industry. The NCCCB, established jointly by CERT and the Department of Education, is charged with the responsibility to develop, assess and certify programmes of craft education and training which are both relevant to the needs of the Irish industry and provide students with the skills and personal development to meet fully their long-term career requirements.

The kitchen research project, which is the main concern of this report, is one major contribution towards the development of professional cookery courses which are consistent with, and are designed to meet, these objectives. Curriculum development, as Nicholls and Nicholls (1978)[1] point out, may be seen as a four stage process,

i) the examination of all available sources of knowledge and informed judgement so as to identify the appropriate teaching and learning objectives for a proposed course;

ii) the development and testing of those methods and materials judged most likely to achieve these objectives;

iii) the assessment of the extent to which the development work has in fact achieved its objectives, including a review and revision of initial objectives;

iv) the feedback of information and experience gained to enable revision and further development of the course of study.

Seen from this point of view, therefore, curriculum development is a cyclical and continuous process. The research which is reported here is clearly a major contribution within the first stage of development. It is intended to form part of the backcloth to the identification of appropriate teaching and learning objectives for courses in professional cookery while at the

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same time assisting in the identification of the appropriate course content and teaching/learning methods to achieve these objectives.

However, the potential contribution of this study is to the complete curriculum development process because it is intended to provide a detailed reference point for development, review, evaluation and feedback. In itself, the research may require updating at some later stage, to accommodate changing trends, but this can be undertaken by reference to this study.

In commissioning this research, the NCCCB were acutely aware of the considerable changes which have occurred within all sectors of the Irish hotel, catering and tourism industry over the past decade and the need to ensure education and training programmes which acknowledge and, indeed, anticipate, these changes. Reference to recent reports of the Irish Hotels' Federation (1982)[2], the National Economic and Social Council (1980)[3] and Bord Failte Eireann (1982)[4], indicates clearly the significantly changing environment in which the hotel and catering industry operates. In this context, therefore, previous research undertaken which could be of value to the development of new and relevant kitchen curricula must be viewed with some circumspection. The kitchen practices survey, undertaken by CERT in 1977 and CERT's national manpower surveys (1979 + 1982) while useful in a comparative context, would no longer be sufficiently valid for use today.

This report, therefore, is a major contribution to the provision of relevant data for the curriculum development process. In addition, the Board, through various consultative mechanisms, is seeking the views and contributions of a wide range of industry, professional and educational bodies as well as the direct in-put of those teachers who will implement, evaluate and assess the professional cookery courses.

1.2 STRUCTURE OF THE REPORT

This report is designed to provide those involved in the curriculum development process with a useful and usable reference document. It is designed to pose a number of questions under the following headings:-

i) What features characterise the contemporary culinary <u>product</u> within all sectors of the Irish hotel and catering Industry?

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ii) What organisational processes and practices are prevalent in preparing this culinary product?

iii) What are the skills, knowledge and attitudes relevant to the preparation of this culinary product?

The report, based on information collected through two questionnaires, is structured so as to provide data pertinent to answering these three questions. Reference to particular sector trends is made where relevant. Full data for the overall surveys and in relation to specific sectors, is presented as appendices to this report.

1.3 ACKNOWLEDGEMENTS

In undertaking the research which has led to the preparation of this report, the NCCCB are indebted to a large number of organisations and individuals for their contributions. In particular, the proprietors, management and staff of those establishments involved in the survey, certainly belied the recent allegation by Dr. Ewot Cassee, president of the International Association of Hotel Management Schools, that the hotel and catering industry has little interest in or commitment to, research - the level of their enthusiastic support must be unequivocally acknowledged. Likewise, the hotel and catering colleges who facilitated the project through visits for piloting and interviewing must be gratefully acknowledged. These were Athlone Regional Technical College, Dublin College of Catering and Waterford Regional Technical College. Lastly, the guidance of the Curricula Advisory Committee and, in particular, its sub-committee of Mr. Joe Hegarty, Mr. John Howard, Mr. Tom Maher and Mr. Tony White was essential to the preparation and successful completion of the project.

2. RESEARCH METHODOLOGY

2.1 OBJECTIVES OF THE RESEARCH

The NCCCB, through its Curricula Advisory Committee, commissioned a national survey of kitchen trends, practices and product in all sectors of the hotel and catering industry. The research was undertaken, on behalf of the NCCCB, by CERT and with the expert guidance of a sub-committee established by the Curricula Advisory Committee.

The objectives of the research may be summarised under the broad headings previously outlined, vis

- the culinary product of the Irish hotel and catering industry
- organisational processes and practices
- requisite skills, knowledge and attitudes.

In relation to the culinary product, the research sought to establish

- the volume of cookery in use and the emphasis required for particular types of meals
- the most popular dishes in use in terms of soups, egg cookery, farinaceous dishes, fish, starters, main courses, vegetables, sauces, buffets, salads and sweets
- the use of convenience foods
- the availability of specialised menu items.

Information on organisational processes and practices were sought in relation to

- menu compilation and language
- kitchen hygiene, safety and cleaning
- use of new catering systems and technology

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- use of the partie system
- the training profile of kitchen staff
- the role of kitchen staff in service and customer contact
- the involvement of kitchen staff in stillroom and beverage work.

In relation to the required skills, knowledge and attitudes, the research sought to establish

- the role of staff in menu compilation
- the role of kitchen staff in costing
- the extent and level to which fish mongery, butchery and game preparation tasks are carried out
- the range of skills required in the preparation of various raw materials
- the extent to which pre-portioned, prepared, pre-fabricated, frozen and other convenience products are used
- the range of cookery principles applied on a regular basis.

2.2 THE RESEARCH QUESTIONNAIRES

In seeking to collect information to meet the objectives of the research, it became evident that the validity of the data depended on obtaining information from two main sources within kitchen operations, personnel at supervisory or management level and from junior kitchen staff. This dual approach allowed for obtaining both a more complete picture of practices in kitchens and validation of the information. Previous research in the hotel and catering industry has indicated the necessity for structured interviews rather than a postal questionnaire approach and, therefore, two schedules were designed for administration by an interviewer experienced in the field of hotel and catering operations. The main questionnaire, designed for answering by supervisory or management staff in kitchens contained questions

pertinent to all three clusters of objectives while the junior task analysis questionnaire concentrated on the tasks undertaken and skills required by junior kitchen staff. Copies of both questionnaires are appended to this report.

CERT curricula and research specialists were advised and guided by an expert sub-committee appointed by the Curricula Advisory Committee, who assisted in the preparation and design of the questionnaires. While the content of the main questionnaire was determined by expert consultation, the parameters of the junior task analysis were determined through unstructured interviews, recorded on tape, with kitchen personnel at a variety of levels and careful analysis of their responses with respect to job content and perceptions. This preliminary questionnaire design investigation was undertaken with Dublin College of Catering chefs on courses leading to City and Guilds of London Institute 706/3 and 706/4 examinations and with chefs on CERT short courses, and reflecting all industry sectors.

Both questionnaires were piloted in November 1983 in some thirty establishments, from all sectors of the catering industry. This piloting allowed for validation of questionnaire content and the administration procedures in establishments. Subsequent to piloting, both questionnaires were modified to accommodate relevant changes and to facilitate computerised analysis of data.

2.3 ADMINISTRATION OF THE RESEARCH

A ten per cent sample of all relevant industry sectors was selected for the purpose of the research. This sample totaled 176 establishments in the following categories:-

- Hotels - A*/A, B*/B, C
- Hospitals
- Contract Caterers
- Non-Contract Caterers
- Schools
- Carriers
- Bars
- Restaurants
  - Up Market
  - Popular
  - Fast Food
  - Department Store Outlets

/contd ..

The selection of establishments was random but was based on geographical location and type of operation. Selected establishments were contacted early in December 1983 by a letter from the Chairman of the NCCCB to invite them to participate in the project. Detailed arrangements for the visit were made by telephone and confirmed by letter.

Eight interviewers, all full or part-time members of CERT staff, conducted the interviews during January 1984. Completed interview schedules for the main questionnaire were returned from 128 establishments or 73% of the original sample. With respect to the junior task analysis, problems relating to staff availability and time resulted in a return of only 74 questionnaires, or representing 42% of establishments initially contacted. This aspect of the research was subsequently supplemented through interviews with day-release students attending Athlone Regional Technical College, Dublin College of Catering and Waterford Regional Technical College, resulting in a total sample of 108 completed questionnaires. In view of the considerable logistical problems inherent in conducting a nationwide survey of this nature, both these returns can be considered satisfactory and any shortfall was more than compensated for by the level and quality of response from all sectors of the industry.

3. THE RESEARCH FINDINGS

3.1 PREAMBLE

This report is structured so as to reflect the main questions which underlie its various objectives, relating to culinary product; processes and practices; and skills, knowledge and attitudes. In practice, this division leads to some relatively arbitrary categorisation of findings as it is not easy to separate, for example, the culinary product from the skills used to prepare it. It is intended to highlight those facets of the findings which may be deemed particularly significant from the point of view of the education and training needs of young people embarking on a career in professional cookery in Ireland. Therefore, those aspects featured within the body of the report are neeessarily limited but reference may be made to the full, detailed findings, either for the whole study of in relation to specific sectors, in the appendices.

The full implications of the findings for education and training will be determined by those charged with responsibility for designing appropriate initial courses and more advanced programmes of study and they will be assisted by full working documentation based on the research. However, whenever appropriate, this report poses certain questions so as to stimulate thought and debate about a vitally significant area of education and training in the hotel and catering industry.

3.2 THE CULINARY PRODUCT : COOKERY SKILLS IN USE

The survey sought information on the prevalence of various cookery skills through a number of open and closed questions on the culinary product; the former allowed respondents to describe the range and level of work undertaken in their kitchen while the latter sought rather more specific, structured data.

3.2.1 Main Courses

Table 1 summarises the main courses which feature on the menus of survey establishments and the main kitchen skills involved in their preparation.

The range of main courses is limited and unimaginative, with an emphasis on a very restricted core of dishes and consequent skills. The high

TABLE 1. Main Courses Featured (Sample = 128 Establishments)

MAIN COURSES	TOTAL	KITCHEN SKILL
ROAST CHICKEN	57	ROAST
ROAST BEEF	73	ROAST
ROAST LAMB	62	ROAST
ROAST PORK	33	ROAST
ROAST TURKEY	18	ROAST
WHOLE FILLET BEEF	4	ROAST
RACK OF LAMB	9	ROAST
STEAKS	79	GRILL
BRAISED BEEF	5	BRAISE
BEEF STEWS/ CASSEROLES	28	STEW
CURRYS	32	STEW
STROGONOFF	15	STEW
LAMB STEW	4	STEW
IRISH STEW	11	STEW
CORNED BEEF	4	BOIL
BOILED BACON	15	BOIL
BAKED HAM	13	BAKE
BOILED MUTTON	2	BOIL
ROAST GAME	14	ROAST
ROAST DUCK	20	ROAST
KEBABS	3	GRILL
BEEF BURGERS	7	GRILL
LAMB CUTLETS	22	GRILL
GAMMON STEAKS	6	GRILL
VEAL CUTLETS	7	SAUTE/GRILL
VEAL ESCALOPES	14	SAUTE/SHALLOW FRY
PORK CHOPS	17	GRILL
SAVOURY CREPES	1	SHALLOW FRY

MAIN COURSES continued	TOTAL	KITCHEN SKILL
LIVER LYONNAISE	2	SAUTE
LIVER AND BACON	3	SAUTE
FRIED CHICKEN	7	SHALLOW FRY
CHICKEN MARYLAND	7	SHALLOW FRY
CHICKEN SUPREME	14	SAUTE
SAVOURY PIES	35	BAKE
PIZZA	2	BAKE
LASAGNE	6	BAKE
MIXED GRILL	17	GRILL
VOL AU VENTS	2	BAKE
QUICHE LORRAINE	2	BAKE
OMELETTES	1	FRY
SPAGHETTI	1	BOIL
SALMON POACHED/ GRILL	59	POACH/GRILL
TROUT	21	GRILL/FRY
PLAICE	61	DEEP FRY
GRILLED FISH (OTHER)	29	GRILL
PRAWNS FRIED	10	DEEP FRY
WHITING	9	DEEP FRY
POACHED FISH	27	POACH
POACHED SHELLFISH	29	POACH
SOLE ON BONE	32	GRILL
SCAMPI	10	DEEP FRY

occurrence of roast dishes reflects the importance of this method within the industrial and institutional sector. Table 2 shows the proportion of the survey establishments utilising the main cookery principles in the preparation of main course dishes and Table 3 summarises the most frequent and lowest frequency of use with respect to each principle. No establishments using the cookery principles of poele or steaming in main course preparation were surveyed.

COOKERY PRINCIPLE	% OF ESTABLISHMENTS
Grilling	61
Roasting	57
Deep Fat Frying	47
Poaching	39
Baking	27
Stewing	25
Boiling	11
Shallow Frying	10
Saute	10
Braising	4

TABLE 2. Cookery principles used in the preparation of main courses only.

Clearly additional skills, or a greater preponderance of certain skills are utilised in the preparation of other courses and meals. However, reference to Table 3 may indicate the range of skills and knowledge required for basic kitchen operations within most establishments in the industry.

Table 4 isolates the main dishes prepared within hotel grill bars and specialised independent grill bars. Cookery principles in these establishments are confined, almost exclusively, to grilling, deep fat frying and roasting and would seem to reinforce the limited skills profile of the grill bar chef.

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	HIGHEST		LOWEST	
ROASTING	BEFF	57%	TURKEY	14%
GRILLING	STEAKS	61%	GAMMON STEAKS	4.6%
DEEP FAT FRYING	PLAICE	47%	CHICKEN	5.4%
SHALLOW FRYING	CHICKEN SUPREME	10%		
POACHING	FISH	39%	POACHED SHELLFISH	22%
BRAISING	BEEF	3.9%	———	
STEWING	CURRYS	25%	LAMB STEW	3.1%
BAKING	SAVOURY PIES	27%	QUICHE	1.5%
STEAMING				
SAUTE	VEAL ESCALOPES	10%	LIVER LYONNAISE	1.5%
BOILING	BACON	11%	SPAGHETTI	.78%

TABLE 3. Cookery principles used in preparation of main courses

TABLE 4. Grill Bar Main Courses

GRILL BARS	TOTAL	KITCHEN SKILL
GRILLED STEAK	11	GRILL
ROAST BEEF	4	ROAST
HAMBURGER	3	FRY
STEAK AND KIDNEY	1	BAKE
ROAST CHICKEN	5	ROAST
GRILLED HAM	1	GRILL
MIXED GRILL	7	GRILL
SOUTHERN FRIED CHICKEN	3	FRY
PORK CHOP	2	GRILL
LAMB CUTLETS	5	GRILL
DUCKLING	1	ROAST
VEAL ESCALOPES	2	FRY/SAUTE
CURRYS	1	STEW
COLD MEAT SALAD	1	
SPAGHETTI	2	BOIL
OMELETTES	1	FRY
SAVOURY PIES	3	BAKE
LASAGNE	1	BAKE
OPEN SANDWICH	2	
SALADS	1	
FRIED PLAICE	6	DEEP FRY
SCAMPI	1	DEEP FRY
GRILLED TROUT	1	GRILL
SOLE ON BONE	2	GRILL
WHITING	2	DEEP FRY
SALMON	3	POACH/GRILL

/contd ..

3.2.2 Starters and Soups

Both starters and soups, as described elsewhere, were fairly predictable and limited in variety, with 100% usage of some items in certain sectors. Table 5 lists the proportion of establishments featuring the most popular starters.

STARTER	% OF ESTABLISHMENTS
Egg Mayonnaise	79
Pates	78
Melons	78
Prawn Cocktails	75
Smoked Salmon	71
Avocados	64
Compound Salads	58
Fruit Cocktails	57
Corn on the Cob	50

TABLE 5. Most frequently featured starters

All surveyed Grade A hotels feature pates, melons and egg mayonnaise. With respect to soups, the most frequently featured include vegetable, oxtail, mushroom, chicken, minestroni, tomato and consomme. However, despite the expected trend in these findings, certain sectors, notably upmarket restaurants and Grade A hotels, feature a wide and varied range of other soups, both hot and cold, demanding differing skills; these are shown in Table 6. Similarly, the preponderant use of fresh soups is confirmation of the need for this type of skill.

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SOUPS	TOTAL
LEEK AND POTATO	22
ARTICHOKE	3
LETTUCE	4
COCK-A-LEEKIE	1
VICHYSOISE	2
GASPACHO	1
PARSNIP AND BACON	2
PEA	3
POTATO AND HAM	1
CARROT	10
CELERY	22
SCOTCH BROTH	12
BROCCOLI	4
CUCUMBER	2
CAULIFLOWER	9
LENTIL	3
TURKEY	3

TABLE 6. Other soups mentioned by interviewees

/contd ..

3.2.3 Egg and Farinaceous Dishes

Information was sought on the use of various egg and farinaceous dishes to determine the extent to which certain, traditional skills are employed. Therefore, with respect to eggs, interviewees were not asked about basic, popular dishes. Table 7 indicates the very limited extent to which four, selected dishes feature in the Irish catering industry today and even these figures do not necessarily represent regular use.

EGG DISH	% OF ESTABLISHMENTS
Eggs en cocotte	8
Sur la Plat	6
Souffle Omelettes	15
Oeufs en Gelee	5

TABLE 7. Egg Dishes

Use of farinaceous dishes is also fairly limited. Spaghetti is used in all sectors as both main courses and starters; lasagne, pizza and pilaff also feature fairly frequently. All these dishes are commonly based on convenience products.

3.2.4 Offal

The survey indicated a high use of liver and kidneys in all industry sectors with grilling, sauteing and shallow frying as the main cookery methods.

3.2.5 Potato Cookery

Traditional methods predominate in the cooking of potatoes, and the types most frequently featured are - french fried, baked, boiled, creamed, roast and croquettes. Table 8 indicates the very limited use of selected alternative methods, which demand various cookery skills. Convenience products, prepared and frozen, were the most commonly used for french fried and croquette potatoes.

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3.2.6 Vegetables

Vegetable cookery also features mainly traditional dishes and cookery methods. 100% of establishments use carrots; 92% onions and peas; 90% mushrooms; 89% tomatoes, celery, cabbage and turnips; and 86% French beans. Indeed, some of these figures would seem to suggest an underestimate rather than exaggeration. However, within all sectors and in particular in upmarket restaurants and Grade A hotels creative and imaginative use of a number of unusual vegetables is made. The menus show flair and variety in recipes.

3.2.7 Sweets/Desserts

The survey indicates that a wide and varied range of sweets are featured in all sectors of the industry. The most popular are - fruit salads, gateaux, meringue, tarts and trifle - but a large number of others, requiring varying preparation skills, feature frequently. Sophisticated desserts, however, are the almost exclusive preserve of upmarket restaurants and Grade A hotels.

3.2.8 Sauces

Use of sauces by survey establishments was found to be both widespread and varied, with a definite preferance for the use of fresh sauces. However, the range of sauces used, and summarised in the appendix, must be treated with some caution because their use is only partially supported by the main dishes which feature in establishments. Over 50% of the sample use fresh sauces such as bechamel, demi-glace, chasseur, curry, mornay, mushroom, veloute, bernaise, hollandaise, orange, onion and mayonnaise. By contrast, the use of convenience sauces is limited; 25% of establishments use convenience mayonnaise. Convenience demi-glace and hollandaise are also used frequently but these examples are the exceptions.

Preparation of elaborate sauces is, undoubtedly, confined to upmarket restaurants and hotels. Popular and fast food restaurants prepare a very limited variety of sauces.

POTATO COOKERY	TOTAL
JACKET	8
BOULANGERE	15
NORMANDE	1
O'BRIEN	2
AU GRATIN	4
DELMONICO	3
BORDELAISE	1
ALUMETTE	1
GALETTE	1
PONT NEUF	2
POTATO CAKES	1
DUCHESSE	1
PORTUGUESE	2

TABLE 8. Selected Potato Dishes

3.2.9 Beverages, Sandwiches and Savouries

Involvement of kitchen staff in these areas appears to vary. Only approximately one third of the sample prepare beverages, with a higher proportion doing so in popular restaurants and bars. Sandwiches are prepared by 64% of the sample, mainly in Grade B/C hotels, popular restaurants and bars. All sectors, and 57% of the sample, bake brown bread but yeast bread making is limited to 14% of sample establishments. Other savouries feature mainly in hotels; for example canapies are prepared in 76% of Grade A hotels and 65% of hotels in the B/C categories.

3.2.10 Buffets and Salads

Simple buffets and a wide use of varied salads are the most significant findings under this heading. Of particular significance, is the growth of buffets as part of bar food service; 77% of the sample bars feature buffets and over half of these do so on a daily basis. While overall, a similar proportion of hotels feature buffets, a much smaller proportion do so on a daily basis. Buffets in hotels are mainly featured in banqueting areas.

Table 9 indicates the extent to which traditional approaches to buffet work are used. The extent to which the traditional skills are exercised is somewhat misleading. The hotel sector is virtually the only type of establishment where they are found and the extent of buffet presentation in hotels, while widespread, is actually limited in frequency. Bars, by contrast, make extensive use of the non-traditional, less labour intensive skills included in the second column of Table 9.

Simple and compound salads of various types feature widely in all sectors, reflecting changes in consumer taste and demand. The most commonly featured are predictable - mixed salad (75%); coleslaw (70%); potato (68%); and green salad (59%) but a variety of others are also featured. As indicated elsewhere, kitchen staff are involved to a significant extent in the service of buffets, hot and cold and a considerable number of establishments have permanent display stands or offer self service of buffets and salads.

COLD BUFFET ITEM	ESTABLISHMENTS FEATURING BUFFETS - % FEATURING	
	ASPIC GLAZED/ CHAUDFROID	UNGLAZED/DECORATED
Whole decorated hams	57	22
Whole decorated turkeys	55	20
Whole decorated ribs of beef	54	16
Whole decorated salmon	59	16
Other whole decorated joints	45	10
Galantines	22	3
Terrines	26	1
Pates	38	3

TABLE 9. Preparation of cold buffet items

3.3 THE CULINARY PRODUCT : MEALS AND MENUS

3.3.1 Number and Type of Meals Served

Respondents to the main survey were asked to indicate the average number and type of meals served daily in their establishment so as to provide both a parameter and context to the survey and to indicate any specialist training needs. Clearly, with a wide range of sectors in the survey, the overall returns with respect to this question are not very helpful in themselves, although they do indicate some significant pointers, particularly for initial training blocks. These include

- the continued importance, and demand for, breakfast cookery, both Irish and continental, within the industry. Is sufficient significance currently attached to this area, both within college courses and in on-the-job training programmes?

- the trend to the provision of bar lunches and other snack meals, often at the expense of more traditional table d'hote dining. This provision, in both hotels and the range of alternative outlets (bars, fast-food restaurants, popular restaurants and industrial canteens) may pose significant questions in relation to professional cookery training; kitchen management; overall catering supervisory and management education; and the work experience programmes currently provided for students on all courses.

- specific sectoral trends which may belie conventional stereotypes of some industry sectors, and the skills required to operate successfully in them. Specifically, sectoral variations can be summarised as follows:-

  In <u>hotels</u> there is a general trend towards more simple and informal meal provision. This is shown by the findings in relation to breakfasts, where 87% now provide continental-type breakfasts as well as 100% provision of full Irish breakfasts; traditional table d'hote lunches where 88% of establishments provide this meal but the average number of meals served per hotel is relatively small; a compensatory shift towards the provision of bar lunches and other snack meals by 69% of the sample hotels. However, it should be noted that hotels continue to provide by far the widest range of meal types of any of the surveyed sectors.

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- Up-market restaurants are, primarily concerned with dinner business, particularly through provision of a la carte meals. In all, 80% of surveyed establishments operated a la carte menus, as opposed to 45% offering table d'hote dinner menus. Particularly noteworthy with respect to this sector, is the high proportion, 55%, which specialise in fish.

- Popular and fast-food restaurants, in contrast offer very limited menus but deal in high volume business. This would seem to have implications for both product standardisation and fast, volume work.

- Bar food outlets including hotel bars, offer a surprising number and range of meals to customers and provision tends to be rather more flexible than in other sectors. Provision is concentrated within a limited period of the day and this may have implications for the overall training and requisite additional skills appropriate for those wishing to work full-time in this sector.

- Industrial and Institutional outlets feature a much wider range of meals than may be expected. These include executive dining in a number of surveyed establishments. While this has training implications related to the range the emphasis within this sector, however, is on bulk provision and the use of appropriate catering systems to meet this demand.

3.3.2 Menus

The survey sought information on a number of aspects of menus and menu compilation. Unusual and specialist menus featured, notably, children's menus by 49% of the overall sample; vegetarian menus by 39%; grill bar menus by 19%; slimmers menus by 18%; and old people's menus by 15% of the sample. It is interesting to note that, where a la carte menus were collected from establishments during the survey, the contents were generally short and limited in range of items, suggesting a significant trend away from the extensive type of a la carte menu. This trend is confirmed by information relating to the most popular main courses featured on menus, which is dealt with elsewhere in this report.

Both management and chefs are responsible for the compilation of the various menus used, with the latter involved to a rather greater extent. Table 10 indicates the overall responses to the question as to who prepares menus in use.

	% OF ESTABLISHMENTS		
MENU TYPE	MANAGER	CHEF	MANAGER AND CHEF
Table d'hote	18	47	21
A la carte	13	32	28
Other menus	21	33	26

TABLE 10. Compilation of Menus

It is clear, from this table, that the chef's independence of action with respect to menu compilation is greatest with table d'hote menus, probably prepared on a daily or short-term basis. Other menus involve greater co-operation between management and chef. It is worth noting that the chef's responsibility for menu compilation is greatest in the hotel sector and lowest in the hospitals, institutional and industrial establishments, where menu flexibility is limited. Over 70% of chefs in hotels have sole responsibility for the compilation of table d'hote menus; in upmarket restaurants, the equivalent figure is 25% and in hospitals, institutional and industrial catering, 20%. With respect to a la carte menus, the comparable figures are 48%, 25% and 3%.

The predominant language for menu compilation in Ireland is English, with 79% of establishments surveyed using this language exclusively. Table 11 indicates the language of compilation with respect to the whole survey:-

LANGUAGE	% OF ESTABLISHMENTS
French only	1
Partial French	13
Menu French with English	10
English only	79
Irish only	1

NOTE

A number of establishments offer menus in more than one of the above categories.

TABLE 11. Language of menus

Menu French and French with English explanations is most prevalent in up-market restaurants and Grade A hotels with approximately 40% of establishments surveyed utilising these type of menu. It is clear that English is the menu language most in demand by customers of most industry sectors.

3.4 ORGANISING THE KITCHEN : PROCESSES AND PRACTICES

3.4.1 Kitchen Organisation - Non-Staffing

The survey sought information from respondents on a number of aspects of menu costing and food cost control so as to determine the level of organisational and financial management skills required by senior kitchen personnel. The overall findings clearly indicate that a high level of expertise in these areas is expected from chefs and that there is an increasing trend, particularly in the non-hotel sectors, for employers to expect proficiency in a number of commercial areas. This is particularly true in the industrial catering sector. Specifically, chefs are involved in the activities discussed below, whether alone or in co-operation with management.

The costing and pricing of menu items is, by and large, a task undertaken by both chefs and managers, although in a number of establishments this task was either not undertaken or the responsibility of personnel outside of the immediate operation. The overall survey findings are represented in Table 12.

MENU COSTING BY	% OF ESTABLISHMENTS
Manager	39
Chef	25
Manager and Chef	25
Others	11

TABLE 12. Responsibility for Menu Costing

Of the total sample, some 30 establishments or 23% utilised standardised menu cards. Within this group, chefs were involved in the preparation of these cards in 60% of establishments.

Menu pricing, however, while still a joint activity, has greater management involvement, as indicated in Table 13.

MENU PRICED BY	% OF ESTABLISHMENTS
Manager	37
Chef	23
Manager and Chef	27
Others	13

TABLE 13. Pricing of Menus

Table 14 indicates that the purchasing of food items is, similarly, a task involving both chefs and managers, with the former involved to a higher degree.

PURCHASING BY	% OF ESTABLISHMENTS
Manager	32
Chef	40
Manager and Chef	17
Others	11

TABLE 14. Responsibility for Purchasing of Food Items

Other areas of financial and stock control which support the case for chef training in these activities include data with respect to responsibility for stocktaking (Table 15), supplier specifications (Table 16), control systems (Table 17), and receiving of goods (Table 18). Chef responsibility for the latter is, by far, the greatest, possibly because of its fundamental importance to the day-to-day operation of a kitchen and its significance in terms of quality control of goods.

STOCKTAKING BY	% OF ESTABLISHMENTS
Manager	31
Chef	31
Manager and Chef	26
Others	12

TABLE 15. Stocktaking

SUPPLIER SPECIFICATIONS BY	% OF ESTABLISHMENTS
Manager	30
Chef	34
Manager and Chef	18
Others	18

TABLE 16. Supplier Specifications

CONTROL SYSTEMS	% OF ESTABLISHMENTS
Manager	29
Chef	28
Manager and Chef	21
Others	22

TABLE 17. Control Systems

RECEIVING THE GOODS	% OF ESTABLISHMENTS
Manager	18
Chef	53
Manager and Chef	14
Others	15

TABLE 18. Receiving of Goods

3.4.2 Hygiene

Ensuring and maintaining a high standard of kitchen hygiene is a major supervisory responsibility for senior chefs. The survey sought information on the involvement of kitchen staff in a range of cleaning tasks within the kitchen. Responses from the main survey indicate that staff are involved on a daily basis in the cleaning of utensils (75%), work areas (91%), equipment (66%), stores (38%) and fridges (51%) while the latter two areas are cleaned on a weekly basis by 32% and 29% of the same respectively.

These overall trends are supported by information from the junior task analysis survey. Daily involvement in cleaning work areas was noted by 92% of this sample while 70% clean equipment, 51% fridges and 36% the stores on a daily basis. However, some caution may be warranted with respect to these overall responses. Comments from employers suggest some dissatisfaction at the extent of kitchen staff involvement in hygiene and cleaning tasks while survey interviewers noted the extent to which the personal hygiene of cooking staff was not satisfactory. In terms of specific sectors, it is evident that hygiene awareness is developed to a greater extent in industrial, instutional and hospital catering than is the case in other sectors. Comments noted from interviewees included the demand for "more emphasis on hygiene - personal and work " (hotel), "more emphasis should be placed in college on kitchen hygiene " (hotel), "more emphasis should be placed on hygiene and cleanliness during college training" (restaurant).

3.4.3 Kitchen Equipment and Plant

The survey sought information on the extent to which modern, technological plant and systems are utilised in the Irish catering industry. The overall

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findings suggest that most establishments, particularly in the hotel and restaurant sectors, depend largely on traditional kitchen equipment and few establishments utilise a significant range of labour or energy saving devices or systems.

The industrial, institutional and hospital sectors are, undoubtedly, the most advanced in their use of new equipment and systems, reflecting their priorities such as the volume of production and, in addition recent equiping of some facilities. The only examples of system catering (for example the Regithermic system and cook/chill processes) were found in these sectors.

The most common new equipment found in the industry included microwave ovens in 52% of sample establishments. These are particularly important in popular restaurants and bar food outlets. Food processors, utilised by 32% of the sample and low temperature ovens, by 17%, are also worth noting. The introduction of low temperature ovens, unheard of until recent years, does indicate a concern for low energy and food costs in the industry.

The need for junior kitchen staff to have operational knowledge of kitchen plant and equipment is indicated in the findings of the junior task analysis. This indicates that over 40% of the sample operated equipment such as slicing machines, liquidizers, convection ovens, pressure steamers, microwave ovens, food mixers and food processors on a daily basis. Low temperature ovens were operated daily by 33% of the sample. The continued use of traditional kitchen equipment is clearly featuring in the industry alongside new technological developments and it must be asked whether training is fully equiping students for this technological environment.

3.4.4 Kitchen Organisation and Staffing

The survey sought information on the organisation of staff within kitchens and their backgrounds in terms of training and previous experience. Perhaps the most significant finding is that the traditional Partie system is no longer widely used in the catering industry. A total of 15 establishments in the sample, all hotels, use some ad hoc form of the Partie system but this does not necessarily reflect application of the full, traditional system.

Staff titles, however, do to some extent still reflect the traditional organisational structure and are not consistent with work-load and responsibilities. Within the 128 survey establishments, Table 19 indicates the staff employed and the extent to which they are college trained. It should be noted that the number of commis chefs who are college trained appears to be anomalous and is inconsistent with data from the junior task analysis detailing that 85% of commis chefs interviewed were college trained. Commis chefs were not interviewed in the main survey and this may have contributed to this surprising information. It is also possible that the industry's tendency to promote college graduates very rapidly may have accounted for this situation.

STAFF EMPLOYED	NUMBER	% COLLEGE TRAINED
Head Chef	122	53
Sous Chef	84	48
Pastry Chef	22	45
Chef de Parties	96	19
Commis Chef	224	17
Trainees (on CERT courses)	37	43
Kitchen Assistants	505	0.01
Counter Assistants	57	0.02

TABLE 19. Kitchen Staff Employed and Training

The main training ground for chefs in all industry sectors remains the hotel sector. The survey sought information on previous positions held by head chefs interviewed by sector and this information is shown in Table 20.

CURRENT SECTOR OF EMPLOYMENT	% OF RESPONDENTS WHO HAVE PREVIOUSLY WORKED IN HOTELS
Hospitals, institutional, industrial	82
Upmarket Restaurants	60
Grade A Hotels	56
Grade B/C Hotels	63
Popular/Fast Food Restaurants	80
Bar Food Outlets	55

TABLE 20. Previous Hotel Experience of Head Chefs by Sector

3.4.5 Service of Meals

The survey sought information on the nature of food service employed and the role of kitchen staff with respect to service.

Service is predominantly plate or plate with silver service of vegetables. Overall, the breakdown between four service categories is shown in Table 21.

TYPE OF SERVICE	% OF ESTABLISHMENTS
Complete Plate Service	68
Plate with Vegetable Silver Service	50
Semi-Silver Service	18
Complete Silver Service	21

NOTE

Many establishments utilise more than one type of service.

TABLE 21. Types of Service

Sector variation is significant with respect to types of service. Complete silver service, for example, is featured in 60% of the Grade A hotels surveyed, 26% of Grade B and C hotels but only 10% of upmarket restaurants and an even lower proportion of other establishments. Semi-silver service is featured by 32% of Grade A hotels and 30% of upmarket restaurants but by a much smaller proportion of establishments in other categories. These trends certainly have significance, both with respect to the work of chefs

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in the industry and their colleagues in the diningroom sector.

The attitude of kitchen personnel to service is of considerable importance. Approximately 28% of kitchen staff in the survey regularly assist with service of food; this figure varies by sector from 44% in hospitals, institutional and industrial outlets and 40% in Grade A hotels to 10% in upmarket restaurants. The involvement of kitchen staff in the service of buffets, is rather higher. Over 50% of sample establishments feature a buffet and, with respect to these, in over half of establishments head and commis chefs undertake service of buffets. When asked whether kitchen staff should assist with service, a larger proportion, 43% overall, favoured this practice. Grade A hotel chefs are most in favour of this practice with 60% answering in the affirmative, followed by 44% in the non-tourist sector and 40% of respondents in popular restaurants. The need for customer contact training for chefs is further re-inforced by the information that 37% of sample establishments operate self-service facilities, including 24% of hotels visited.

3.5 SKILLS

3.5.1 Larder Skills

The survey collected information on the prevalence and nature of various larder skills, in particular butchery, fishmongery and other miscellaneous preparations. The level of skills demanded appears to be relatively limited in most cases, with some specific or sectoral exceptions.

3.5.2 Butchery

Butchery of meat is confined to a limited range of cuts and joints and, where these tasks are undertaken, it is predominantly in Grade A hotels and upmarket restaurants.

Extensive beef butchery is confined to short sirloins (by 51% of the sample), long sirloins (37%) and ribs of beef (46%). No other beef butchery task is undertaken in more than 20% of sample establishments. These statistics, in fact, disguise fairly significant sectoral variation which, as Table 22 indicates, shows that Grade A hotels are the main preserve of traditional beef butchery skills.

TASK -	Overall	Hospitals Institutional Industrial	Upmarket Restaurant	Grade A Hotels	Grade B/C Hotels	Bar, Popular Restaurants
	% OF SAMPLE UNDERTAKING TASKS					
Boning and Preparation of:						
Ribs of Beef	46	34	30	92	50	—
Side of Beef	18	31	5	44	10	—
Hind Quarter of Beef	17	24	20	32	3	—
Fore Quarter of Beef	12	20	10	28	—	—
Ham Quarter of Beef	10	20	10	20	—	—
Short Sirloin	51	31	50	92	56	—
Long Sirloin	37	27	20	72	43	—
Preparation of beef for pickling	1	6	—	—	—	—

TABLE 22. Beef Butchery Tasks

The absence of any beef butchery tasks in popular restaurants and bar food outlets, while not unexpected, may have significant implications for limited skills training.

Butchery of veal is undertaken in only a small minority of Irish catering establishments; overall, from the survey sample, some 18% of establishments undertake boning and preparation tasks with respect to loins of veal and 16% with respect to hams. Grade A hotels and upmarket restaurants account for a considerable proportion of these returns.

Butchery of bacon and pork is, likewise, very limited and features preparation of pork chops (in 34% of establishments and preparation of gammon in 32% of the sample) and shoulder of pork in 26%. These tasks are undertaken by a significant proportion of all industry sectors. Lamb butchery is again undertaken, to a limited extent, in all sectors of the industry, but predominantly in hotels and upmarket restaurants. Overall, the tasks which feature most commonly are the boning and preparation of legs in 43% of establishments and loins in 34%.

The main poultry featured in all sectors of the industry are chicken in 96% of establishments and turkey in 87%. Duckling was featured by 63% of the sample, but it is interesting to note that, contrary to common belief, game birds, mainly pheasant, are used by a significant proportion of establishments, 37% of the sample and 65% and 60% respectively of upmarket restaurants and Grade A hotels. These two sectors again are most markedly at variance with overall trends as they are also frequently feature poultry and game such as venison, rabbit, hare and goose, which are virtually unheard of in other sectors.

3.5.3 Fishmongery

The survey established that fishmongery tasks are undertaken in all industry sectors, with particular emphasis on filleting in 60% of establishments overall and preparation of fresh prawns in 52%. In view of the high proportion of establishments which feature fish menus, the continuance of fishmongery skills is important. Sectoral variation in relation to fish preparation is also significant. The non-tourist sector (hospitals, institutional and industrial catering) prepare fillets in 24% of survey establishments and preparation of darnes and prawns in 20%. By contrast, Table 23 represents the fishmongery tasks undertaken by upmarket restaurants and Grade A hotels. This indicates that these sectors are involved in all the main fish preparation tasks.

TASK	% OF ESTABLISHMENTS	
	UPMARKET RESTAURANTS	GRADE A HOTELS
Filleting	90	84
Darnes	65	76
Paupiettes	60	68
Goujonettes	55	56
Lobster Preparation	65	68
Prawn Preparation	80	76
Crayfish Preparation	40	40
Mussels Preparation	75	80
Oyster Preparation	65	60
Crab Preparation	65	56
Fish Quenelles	50	40
Fish Mouselines	40	36
En Tresse	25	12
Fish Forcemeat	35	36

TABLE 23. Fishmongery tasks undertaken in Upmarket Restaurants and Grade A hotels

3.5.4 Miscellaneous Preparations

The survey sought to identify the level and extent to which labour intensive skills and practices are carried out in the Irish catering industry. To achieve this, a sample of such skills and practices were selected and information sought on the extent to which they are undertaken. Table 24 indicates the extent to which these selected skills are practiced in the industry.

PREPARATIONS	% OF ESTABLISHMENTS WHERE CARRIED OUT
Consomme Clarification	37
Compound Butters	51
Croutons	60
Duxelles	40
Julienne	56
Marinating	47
Larding/Barding	22
Royales for Consommes	29
Chicken Stock Fresh	84
Fish Stock Fresh	64
Veal Stock Fresh	18
Brown Meat Stock Fresh (Estouffade)	76

TABLE 24. Miscellaneous Preparations: Overall

These skills predominate in upmarket restaurants and hotels. For example 96% of Grade A hotels and 80% of upmarket restaurants carry out julienne preparations; the figures for marinating are 76% and 70% respectively and for compound butters 65% and 72%. However, a significant proportion of all industry sectors prepare fresh stocks. It is evident, from the survey, that the more complicated culinary skills are only performed where staffing levels and skills permit. These findings may have significant implications for the structure of college training and industrial work experience programmes.

3.5.5 Convenience and Pre-fabricated foods

The extent to which convenience and pre-fabricated foods are used in the catering industry is high with respect to some products and in specific sectors but is, perhaps, not as widespread and universal as might have been expected. The research indicates, for example, that more fresh soups are made than their convenience equivalents. Interviewees were asked to indicate whether the soups used in the establishment were fresh, convenience or both.

Many establishments, approximately 70% of the sample, acknowledge the use of both and Table 25 shows the overall breakdown in relation to the most popular soups.

	% OF ESTABLISHMENTS		
SOUP	FRESH	CONVENIENCE	BOTH
Vegetable	45	12	25
Oxtail	7	19	21
Mushroom	39	11	21
Chicken	20	10	21
Asparagus	6	9	12
Consomme	14	8	3
Tomato	7	10	10
Bisque	10	0	0
Potato	9	0	3
Beef and Vegetable	5	3	4
French Onion	14	2	1
Chowder	14	0	1
Minestroni	13	9	10
Others	24	5	7

TABLE 25. Soups featured

A further point of significance is the limited and unimaginative range of soups which are served, particularly outside the Grade A hotel and upmarket restaurant sectors. Indeed, these sectors are almost the only establishments where soups such as chowders and bisques are prepared and these are, almost exclusively, freshly prepared. Use of convenience soups in these sectors is very limited, in contrast to the non-tourist sector where such soups are much more frequently used.

The use of frozen and pre-prepared fish is significant in all sectors of the industry and possibly reflects very real problems of supply rather than the actual choice of chefs. The use of prepared, frozen fillets of plaice, cod

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and whiting is particularly significant in the non-tourist, popular restaurant and bar sectors.

In terms of meat and poultry, prepared and frozen items, with the exception of chickens and steaks, are mainly used by the non-hotel and upmarket restaurant sectors. Overall, in excess of half the sample establishments use pre-prepared steaks and a significant proportion purchase pre-prepared cooked ham (46%), chops and cutlets (46%), minced beef (41%), striploins (37%) and ribs (35%). The use of all of these items is most prevalent in the hospital, institutional and industrial sectors.

There are a range of other convenience foods which, on the basis of this survey, merit reference. Frozen vegetables are used in upwards of 75% of all establishments with the clear exception of upmarket restaurants (20%); frozen vegetables are used considerably more extensively than fresh, pre-prepared vegetables and potatoes. The use of frozen vegetables reaches 93% in the non-tourist sector. The trend with respect to frozen chips is very similar to that of other vegetables, with all sectors except upmarket restaurants using them extensively.

A range of prepared gateaux, pastry mixes, cheese cakes, apple pies and other pre-fabricated pastry bases are widely used in all non-upmarket restaurant sectors and, in particular, by bar food outlets, popular restaurants, smaller hotels and hospitals, institutional and industrial outlets. Similarly, use of prepared ice cream is very widespread, by 75% of the sample establishments; the main anomoly with respect to this trend are upmarket restaurants, with a 15% usage. Sauce bases, by contrast, are relatively little used. The detailed statistics with respect to other convenience commodities are worthy of reference, and can be seen in the appendix to this report.

The trends in the use of convenience and pre-fabricated/prepared products in the catering industry are undoubtedly very significant, both in terms of the use of traditional skills and in relation to training requirements for their use. Upmarket restaurants stand out as the only sector which makes very limited use of these products.

4. CONCLUSION

The main responsibility for extracting firm conclusions from this report and its appendices lies with the working party appointed to prepare appropriate training programmes for professional cookery in all sectors of the hotel and catering industry. This report will constitute but one of the documents with which the working party will operate. Detailed reports on trends within each sector, and the submissions from industry bodies and colleges will also provide vital material for this task.

This report, however, does raise a large number of questions about the kitchen operations in the Irish hotel and catering industry. These relate to the culinary product, the level of technical and organisational skills required, the role of kitchen personnel in the industry and, indeed, the scope of the industry in terms of its requirements for skilled personnel. These are enunciated, where appropriate, in the report and others will be forthcoming through the presentation of this report and resulting discussion. The report raises an even larger number of questions about professional cookery education and training - its content, structure, duration and the range of employment opportunities available to graduates of courses. By raising these questions, the report has justified the National Craft Curricula and Certification Board's initiative, through its Curricula Advisory Committee, in commissioning this research. The questions and their related issues are an essential starting point in the development of relevant and flexible education and training in professional cookery.

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APPENDIX 1

KITCHEN CURRICULA RESEARCH

OVERALL RESULTS - 128 QUESTIONNAIRES

QUESTIONNAIRE

KITCHEN CURRICULA

01. TYPE OF ESTABLISHMENTS

		%			%
A.	Hospitals	12 (9)	F.	Hotels Grade A	25 (19%)
B.	Industrial Catering/ Staff Restaurant	12 (9)	G.	Hotels Grade B	26 (20%)
			H.	Hotels Grade C	4 (3%)
C.	Bar Food/outlets	9 (7)	I.	Fast Food Restaurant	5 (3%)
D.	Restaurant (1) Upmarket	20 (15)	J.	Institution	5 (3%)
E.	Restaurant (2) Popular	10 (7)			

02. NUMBER AND TYPE OF MEALS SERVED PER DAY

		%	Numbers Served Daily	
A.	Breakfast - Full	86 (67)	A.	972
B.	Breakfast - Continental	78 (60)	B.	867
C.	Table d'Hote Lunch	96 (75)	C.	707
D.	Snack	74 (57)	D.	255
E.	Bar Lunches	54 (42)	E.	246
F.	Open Sandwiches	26 (20)	F.	466
G.	A La Carte Meals	87 (68)	G.	623
H.	Table d'Hote Dinner	66 (51)	H.	816
I.	Seasonal Specialities	33 (25)	I.	165
J.	Banqueting Meals	69 (53)	J.	705
K.	Evening Meals (Hospitals and Canteens)	16 (12)	K.	485
L.	Executive Dining (Boardroom)	16 (12)	L.	657

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03. ARE ANY OF THE FOLLOWING MENUS USED IN THIS ESTABLISHMENT

		%			%
A.	Buffet Menus	60 (46%)	H.	Vegetarian Menu	51 (39)
B.	Cocktail Reception Menus	36 (28%)	I.	Fish Menu	66 (51)
C.	Wedding Reception Menus	61 (47%)	J.	Grill Bar Menu	25 (19)
D.	Dinner Dance Menus	52 (40%)	K.	Bar Food Menu	42 (32)
E.	Lunch Menus	96 (75%)	L.	Childrens Menu	63 (49)
F.	Dinner Menus	88 (68%)	M.	Old Peoples Menu	20 (15)
G.	Slimmers Menu	24 (18%)	N.	Cycle Menus - (industrial & institutional)	24 (18)

04. MENU COMPILATION

Who writes menus?	MANAGER %	CHEF %	MANAGER & CHEF %	OTHER %
A. Table d'Hote	24 (18)	61 (47)	28 (21)	
B. A La Carte	17 (13)	42 (32)	36 (28)	
C. Other Menus	27 (21)	43 (33)	34 (26)	

05. WHAT LANGUAGE IS THE MENU WRITTEN IN?

		%			%
A.	Wholly Menu French	1 (0)	D.	English	102 (79)
B.	Partial Menu French	17 (13)	E.	Irish	1 (0)
C.	Menu French with English Explanations	13 (10)			

06. MENU COSTING AND PRICING

		MANAGER %	CHEF %	MANAGER & CHEF %	OTHER
A.	Who is responsible for menu costing?	51 (39)	32 (25)	33 (25)	
		YES	NO		
B.	Are recipe cards prepared.	30 (23)			
C.	If so, by whom	8 (6)	16 (12)	7 (1)	

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07. FOOD COST CONTROL

Who is responsible for? ....

	MANAGER	CHEF	MANAGER & CHEF	OTHER
	%	%	%	
A. Purchasing	41 (32)	51 (39)	22 (17)	
B. Stocktaking	40 (31)	40 (31)	34 (26)	
C. Supplier Specifications	39 (30)	44 (34)	23 (18)	
D. Control Systems	38 (29)	37 (28)	27 (21)	
E. Menu Pricing	47 (36)	29 (22)	34 (26)	
F. Receiving of Goods	24 (18)	69 (53)	19 (14)	

08. KITCHEN HYGIENE

To what extent are cooking staff involved in the cleaning of ....

	DAILY	WEEKLY	MONTHLY	NEVER
	%	%	%	
A. Utensils	96 (75)	3 (2)		
B. Work Areas	117 (91)	1 (0)		
C. Equipment	85 (66)	10 (7)	1 (0)	
D. Stores	49 (38)	42 (32)	3 (2)	
E. Fridges	65 (50)	38 (29)	3 (2)	

09. MAIN KITCHEN PLANT

Are any of the following Kitchen Plant or Systems in use?

		%			%
A.	Microwave	67 (52)	H.	Cook/Freeze	4 (3)
B.	Convection Ovens	66 (51)	I.	Ganymede Systems	
C.	Convection/Steam Ovens	35 (27)	J.	Carousel System	4 (3)
D.	Bratt Pans	23 (18)	K.	Pressure Steamers	54 (42)
E.	Industrial Food Processors (Robot, Coupe etc)	42 (32)	L.	Ice Cream Making Machine	12 (9)
F.	Regithermic System	9 (7)	M.	Pastry Brake Machine	10 (7)
G.	Cook/Chill	4 (3)	N.	Low Temperature Ovens	22 (17)

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10. KITCHEN ORGANISATION

	YES	%	NO
A. Is the Partie System in use?	15	(11)	

11. STAFF EMPLOYED (Please tick)

		No.		College Trained	%
A.	Head Chef	122	A.	65	(50)
B.	Sous Chef	84	B.	40	(31)
C.	Pastry Chef	22	C.	10	(7)
D.	Chef de Parties	96	D.	18	(14)
E.	Commis Chef	224	E.	38	(29) ?
F.	Trainees (on CERT Courses)	37	F.	16	(12)
G.	Kitchen Assistants	505	G.	6	(4)
H.	Counter Assistants	57	H.	1	(0)

12. Prior to your present position have you worked in any of the following:

		%
A. Industrial Catering	12	(9)
B. Hospital Catering	9	(7)
C. Hotels	86	(67)
D. Restaurants	44	(34)
E. Others	20	(15)

E. (1) Please specify _____

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13. SERVICE OF MEALS FROM KITCHEN TO DININGROOM

Please indicate where each type of service takes place. i.e. Restaurant, Grill, Banqueting.

	YES	%	NO
A. Complete Plate Service	88	(68)	
B. Plate with vegetable Silver Service	65	(50)	
C. Semi-Silver Service	24	(18)	
D. Complete Silver Service	28	(21)	
E. Do Kitchen Staff assist with service	37	(28)	
F. Should Kitchen Staff assist service	55	(43)	
G. Does the Chef visit the Diningroom	49	(38)	
H. Self Service	48	(37)	
I. Other Service (Please specify)	8	(6)	

14. EGGS

Is the following egg cookery carried out?

		%
A. Eggs en Cocotte	11	(8)
B. Sur Le Plat	8	(6)
C. Souffle Omelettes	20	(15)
D. Oeufs en Gelee	7	(5)

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15. SOUPS

	FRESH	%	CONVENIENCE	%	BOTH	%
A. Vegetable	58	(45)	16	(12)	32	(25)
B. Oxtail	10	(7)	25	(19)	27	(21)
C. Mushroom	50	(39)	15	(11)	28	(21)
D. Chicken	26	(20)	14	(10)	28	(21)
E. Asparagus	8	(6)	12	(9)	16	(12)
F. Consomme	19	(14)	11	(8)	5	(3)
G. Tomato	10	(7)	14	(10)	13	(10)
H. Bisque	14	(10)	1	(0)		
I. Potato	12	(9)	1	(0)	5	(3)
J. Beef and Vegetable	7	(5)	5	(3)	6	(4)
K. French Onion	18	(14)	3	(2)	2	(1)
L. Chowder	19	(14)	1	(0)	2	(1)
M. Ministroni	17	(13)	12	(9)	14	(10)
N. Other	31	(24)	7	(5)	9	(7)

16. FARINACEOUS

Are any of the following Farinaceous items prepared?

	FRESH	%	CON-VENIENCE	%
A. Ravioli	6	(4)	19	(14)
B. Lasagne	24	(18)	21	(16)
C. Cannelloni	5	(3)	6	(4)
D. Noodles	8	(6)	11	(8)
E. Spaghetti	32	(25)	41	(32)
F. Gnocchi	5	(3)	2	(1)
G. Macaroni	10	(7)	12	(9)
H. Pilaff	21	(16)	19	(14)
I. Risotto	14	(10)	11	(8)
J. Pizza	15	(11)	23	(18)

17. FISH

Are any of the following fish preparation tasks carried out?

	%		%
A. Filleting	78 (60)	H. Mussels Preparation	53 (41)
B. Darnes	60 (46)	I. Oyster Preparation	43 (33)
C. Paupiettes	39 (30)	J. Crab Preparation	40 (31)
D. Goujonettes	46 (35)	K. Fish Quenelles	23 (18)
E. Lobster Preparation	49 (38)	L. Fish Mousselines	21 (16)
F. Prawn Preparation	67 (52)	M. En Tresse	9 (7)
G. Crayfish Preparation	22 (17)	N. Fish Forcemeat	18 (14)

18. PRE-PREPARED FISH/SHELL FISH ITEMS

Are any of the following prepared items (fresh/frozen) purchased?

A. Prepared Portions of:

		%			%
(1)	Plaice	79 (61)(4)	Cod	61	(47)
(2)	Salmon	46 (35)(5)	Whiting	44	(34)
(3)	Sole	44 (34)(6)	Turbot	25	(19)

B. Prepared de-Shelled:

(1)	Prawns	68 (53)(2)	Scallops	44	(34)

19. POPULAR STARTING COURSES

Are any of the following starters featured on the menu?

		%			%
A.	Pates	101 (78)	F.	Melons	100 (78)
B.	Smoked Salmon	91 (71)	G.	Avocados	82 (64)
C.	Prawn Cocktails	97 (75)	H.	Compound Salads	75 (58)
D.	Corn On The Cob	65 (50)	I.	Egg Mayonnaise	102 (79)
E.	Fruit Cocktails	74 (57)			

20. BUTCHERY

Are any of the following Butchery tasks carried out?

A. Boning and Preparation of:		%
(1)	Ribs of Beef	60 (46)
(2)	Side of Beef	24 (18)
(3)	Hind Quarter of Beef	22 (17)
(4)	Fore Quarter of Beef	16 (12)
(5)	Ham of Beef	14 (10)
(6)	Short Sirloin	66 (51)
(7)	Long Sirloin	48 (37)
(8)	Preparation of Beef for pickling	2 (1)

B. Boning and Preparation of Veal:		%
(1)	Ham	21 (16)
(2)	Side	12 (9)
(3)	Loin	23 (18)
(4)	Fore Quarter	9 (7)

C. Boning and Preparation of Bacon and Pork:		%
(1)	Shoulder	34 (26)
(2)	Slicing of Rashers	15 (11)
(3)	Preparation of Gammon	41 (22)
(4)	Pork Chops	44 (34)

D. Boning and Preparation of Lamb:		%
(1)	Body	26 (20)
(2)	Side	32 (25)
(3)	Fore Quarter	18 (14)
(4)	Hind Quarter	18 (14)
(5)	Loin	44 (34)
(6)	Saddle	21 (16)
(7)	Legs	55 (43)
(8)	Shoulder	24 (31)

21. Do you use any of the following Poultry and Game?

		%			%
A.	Game Birds	48 (37)	E.	Turkey	48 (87)
B.	Venison	21 (16)	F.	Duck	81 (63)
C.	Rabbit/Hare	21 (16)	G.	Goose	22 (17)
D.	Chicken/Poussins	123 (96)	H.	Guinea Fowl	6 (4)

22. PRE-PREPARED MEAT AND POULTRY ITEMS

Are any of the following pre-prepared items (fresh/frozen) purchased?

		%			%
A.	Steaks (Sirloins/Fillets)	66 (51)	I.	Veal Escalopes	14 (10)
B.	Ribs	45 (35)	J.	Shoulders of Veal	2 (1)
C.	Striploins	48 (37)	K.	Ham of Veal	5 (3)
D.	Chops/Cutlets	60 (46)	L.	Supremes of Chicken	11 (8)
E.	Gammon Steaks	27 (21)	M.	Chicken Portions	14 (10)
F.	Diced Beef	45 (35)	N.	Cooked Ham	60 (46)
G.	Burgers	30 (39)	O.	Minced Beef	53 (41)
H.	Veal Cutlets	10 (7)	P.	Diced Meats	31 (24)

23. MISCELLANEOUS PREPARATIONS

Are any of the following preparations carried out?

		%			%
A.	Consomme Clarification	48 (37)	G.	Larding/Barding	29 (22)
B.	Compound Butters	66 (51)	H.	Royales for Consommes	36 (29)
C.	Croutons	77 (60)	I.	Chicken Stock Fresh	108 (84)
D.	Duxelles	52 (40)	J.	Fish Stock Fresh	82 (64)
E.	Julienne	72 (56)	K.	Veal Stock Fresh	24 (18)
F.	Marinating	61 (47)	L.	Brown Meat Stock Fresh (estouffade)	98 (76)

24. POTATO COOKERY

NAME	%		NAME	%	
A. Baked	55	(43)	I. Game Chips	4	(3)
B. Boiled	65	(50)	J. Lyonnaise	40	(31)
C. Creamed	89	(69)	K. Marquise	4	(3)
D. Croquette	66	(51)	L. Parisienne	15	(11)
E. Chateau	7	(5)	M. Parmentier	4	(3)
F. Dauphine	11	(8)	N. Roast	56	(43)
G. Duchesse	31	(24)	O. Saute	35	(27)
H. French Fried	92	(71)	P. Other	23	(18)

25. VEGETABLE COOKERY

Are any of the following vegetables used?

NAMES		METHODS OF PREPARATION	
		%	
A. Aubergines	51	(39)	
B. Asparagus	53	(41)	
C. Artichokes	19	(14)	
D. Broccoli	97	(75)	
E. Brussel Sprouts	122	(95)	
F. Celery	114	(89)	
G. Cauliflower	124	(96)	
H. Cabbage	114	(89)	
I. Carrots	128	(100)	
J. Courgettes	60	(46)	
K. Chicory	27	(21)	
L. Fennel	21	(16)	
M. Kale	21	(16)	
N. Marrow	24	(18)	
O. French Beans	111	(86)	
P. Broad Beans	22	(17)	
Q. Red Cabbage	58	(45)	
R. Spinach	79	(61)	
S. Turnips	114	(89)	
T. Parsnips	105	(82)	
U. Sorrel	7	(5)	
V. Onions	118	(92)	
W. Peas	118	(92)	

25. VEGETABLE COOKERY (cont/d)

Are any of the following vegetables used?

NAMES		METHODS OF PREPARATION
		%
X. Mange Tout	14	(10)
Y. Salsify	9	(7)
Z. Mushrooms	116	(90)
A. (1) Tomatoes	115	(89)
B. (1) Leeks	70	(54)
C. (1) Peppers	85	(66)
D. (1) Others	8	(6)

26. SAUCES

Are any of the following sauces prepared i.e. from basic stock or convenience products?

NAME	FRESH	%	CONVENIENCE	%	BOTH	%
A. Demi-Glace	74	(57)	13	(10)	15	(11)
B. Chasseur	72	(56)	8	(6)	14	(10)
C. Bordelaise	53	(41)	2	(1)	7	(5)
D. Bigarade	23	(18)	2	(1)	1	(0)
E. Diable	28	(21)	1	(0)	3	(2)
F. Tomato	63	(49)	10	(7)	8	(6)
G. Bechamel	90	(70)	1	(0)	10	(7)
H. Curry	83	(64)	12	(9)	9	(7)
I. Mornay	89	(69)	4	(3)	8	(6)
J. Mushroom	77	(60)	6	(4)	7	(5)
K. Matelote	3	(2)				
L. Hongroise	21	(16)			1	
M. Piquante	31	(24)			4	(3)
N. Veloutes	69	(53)	1	(0)	4	(3)
O. Soubise	20	(15)				
P. Bearnaise	72	(56)	9	(7)	5	(3)
Q. Hollandaise	76	(59)	10	(12)	8	(6)
R. Paloise	6	(4)	1	(0)		
S. Choron	22	(17)	1	(0)	3	(2)
T. Reforme	48	(37)	3	(2)	4	(3)
U. Normande	44	(34)	1	(0)	4	(3)
V. Strogonoff	78	(60)			5	(3)
W. Cardinal	26	(20)	1	(0)	2	(1)
X. Orange	74	(57)	2	(1)	8	(6)
Y Mustard	50	(39)	7	(5)	4	(3)

26. SAUCES (cont/d)

Are any of the following sauces prepared i.e. from basic stock or convenience products?

NAME	FRESH	%	CONVENIENCE	%	BOTH	%
Z. Onion	65	(50)	2	(1)	7	(5)
A. (1) Beurre Blanc	31	(24)			1	(0)
B. (1) Maderia	52	(40)	1	(0)	2	(1)
C. (1) Mayonnaise	79	(61)	32	(25)	9	(7)
D. (1) Others	17	(13)			1	(0)

	YES	%	NO
27. Do you make sauces "Monte au Beurre"	33	(25)	

28. COLD AND HOT BUFFET

Is there a cold and hot buffet featured in this establishment?

	YES	%	NO		YES	%	NO
A. Cold	69	(53)		B. Hot	45	(35)	

29. Where are Buffets featured?

		%	DAILY	%
A.	Grill	6 (4)	2	(1)
B.	Bar	15 (11)	8	(6)
C.	Restaurant	16 (12)	4	(3)
D.	Banqueting	37 (28)	10	(7)
E.	Other (please specify)	9 (7)	1	(0)

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30. A. Is the food on the buffet served to customers by:

		%
(1)	Chef	45 (35)
(2)	Commis Chef	22 (17)
(3)	Waiter Service	32 (25)
(4)	Self Service	19 (14)

B. Is the hot food dispensed from:

		%
(1)	Mobile Hotplate	25 (19)
(2)	Chafing Units	13 (10)
(3)	Fixed Hotplate	14 (10)
(4)	Purpose Built Unit	10 (7)

C. What hot joints would be featured for Buffets?

31. Are any of the following featured for the cold buffet?

	Aspic glazed or Chaudfroid Treated	%	Unglazed - Decorated	%
A. Whole Decorated Hams	39	(30)	15	(11)
B. Whole Decorated Turkeys	38	(29)	14	(10)
C. Whole Decorated Ribs of Beef	37	(28)	11	(8)
D. Whole Decorated Salmon	41	(32)	11	(8)
E. Other Whole Decorated Joints	31	(24)	7	(5)
F. Galantines	15	(11)	2	(1)
G. Terrines	18	(14)	1	(0)
H. Pates	34	(26)	3	(2)

32. Are any of the above pre-carved and displayed on the buffet?

YES	%	NO
56	(43)	

33. MAIN COURSES AND METHODS OF COOKERY

34. GRILL BAR

35. SWEETS AND DESSERTS

Are any of the following sweets and desserts used in this establishment?

		%			%
1.	Milk Pudding	85 (66)	17.	Cheese Cakes	96 (70)
2.	Tarts	117 (91)	18.	Individual Pastries	50 (39)
3.	Pies	99 (77)	19.	Petits Fours	29 (22)
4.	Crumbles	73 (57)	20.	Sherbets	26 (20)
5.	Bavarois	29 (22)	21.	Condes	42 (32)
6.	Cold Souffles	75 (58)	22.	Fruit Salads	119 (93)
7.	Hot Souffles	19 (14)	23.	Flans	91 (71)
8.	Gateaux	110 (85)	24.	Syllabubs	17 (13)
9.	Baked Custard	71 (55)	25.	Poached Fruits	46 (35)
10.	Baba au Rhum	19 (14)	26.	Pancakes	67 (52)
11.	Meringue	111 (86)	27.	Crepes	49 (38)
12.	Bombe Glace	28 (21)	28.	Sponge Puddings	69 (53)
13.	Charlotte Russe	36 (28)	29.	Creams	56 (39)
14.	Profiteroles	55 (43)	30.	Mousses	65 (50)
15.	Homemade Ice Cream	31 (24)	31.	Trifle	108 (84)
16.	Steamed Pudding	63 (49)	32.	Others Please specify.	17 (13)

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36. Is a sweet trolley featured in this establishment?

YES	%	NO
36	(28)	

37. CONVENIENCE AND PRE-FABRICATED FOOD PRODUCTS

Are any of the following items used?

		%			%
1.	Soup Powders	91 (71)	12.	Prepared Croquettes	46 (35)
2.	Stock Cubes/Bouillons	91 (71)	13.	Prepared Apple Pie	17 (13)
3.	Sauce Mixes	41 (32)	14.	Frozen Prepared Chips	86 (67)
4.	Gravy Mixes	43 (33)	15.	Prepared Pates	15 (11)
5.	Consomme Bases	58 (45)	16.	Prepared Pastry Base Mixes	4 (3)
6.	Prepared Mayonnaise	70 (54)	17.	Prepared Pies (meat)	11 (8)
7.	Frozen Prepared Vegetables	87 (75)	18.	Prepared Sponge Mixes	17 (13)
8.	Fresh Vegetables/Potatoes Pre-Prepared	51 (39)	19.	Prepared Ice Cream	96 (75)
9.	Prepared Gateaux/Pastries	49 (38)	20.	Instant Mashed Potatoes	37 (28)
10.	Prepared Puff Pastry	57 (44)	21.	Salami	24 (18)
11.	Prepared Cheese Cakes	34 (26)	22.	Galantines	3 (2)
			23.	Others Please specify.	2 (1)

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38. NOUVELLE CUISINE, CUISINE MINCEUR

Are any of the above offered as a feature in this establishment?

YES	%	NO
14	(10)	

39. OFFAL

Are any of the following used in this establishment?

ITEM		%	METHODS OF PREPARATION
A. Liver	111	(86)	
B. Kidney	87	(68)	
C. Sweetbreads	21	(16)	
D. Hearts	25	(19)	
E. Tongues	57	(44)	

40. SALADS

What type of salads are featured in this establishment?

		%
A. Green	76	(59)
B. Mixed	97	(75)
C. Cucumber	60	(46)
D. Coleslaw	90	(70)
E. Potato	88	(68)
F. Russian	57	(44)
G. Waldorf	49	(38)
H. Caesar	8	(6)
I. Other	46	(35)

Please specify _____

_____

41. SAVOURIES, SANDWICHES, BEVERAGES

Are cooking staff involved in the Preparation of any of the following?

		YES	%	NO
A.	Toast	56	(43)	
B.	Fresh Fruit Juices	43	(33)	
C.	Teas/Coffees	40	(31)	
D.	Afternoon Teas	34	(26)	
E.	Sandwiches	82	(64)	
F.	Open Sandwiches	37	(28)	
G.	Club Sandwiches	30	(23)	
H.	Canapes	67	(52)	
I.	Waffles	7	(5)	
J.	Toast Melba	26	(20)	
K.	Savoury Souffles	31	(24)	
L.	Welsh Rarebits	41	(32)	
M.	Other Hot Savouries	32	(25)	

Please specify _____

_____

_____

			%	
N.	Croissants	7	5)	
O.	Brown Bread Making	74	(57)	
P.	Yeast Bread Making	19	(14)	
Q.	Cheese Board/Trolley	65	(50)	

APPENDIX 2

OFFICIAL USE ONLY

KITCHEN CURRICULA RESEARCH

TASK ANALYSIS

DECEMBER 1983

QUESTIONNAIRE

PLEASE COMPLETE THE FOLLOWING:

01. A. WHAT IS YOUR JOB TITLE?

	1st	2nd	3rd	4th Year Commis
	(1) ☐	(2) ☐	(3) ☐	(4) ☐

02. ARE YOU COLLEGE TRAINED? YES ☐ NO ☐

03. A. WHAT QUALIFICATIONS (CERTIFICATES), IF ANY, DO YOU HOLD?

7061	7062	OTHER
(1) ☐	(2) ☐	(3) ☐

04. HAVE YOU ATTENDED ANY ADDITIONAL COOKERY/CATERING COURSES?

YES ☐ NO ☐

05. APART FROM THIS ESTABLISHMENT, WHAT ADDITIONAL INDUSTRY EXPERIENCE HAVE YOU GOT?

A. INDUSTRIAL CATERING ☐

B. HOSPITAL CATERING ☐

C. HOTELS ☐

D. RESTAURANTS ☐

E. OTHER ☐

06. HOW MANY OTHER KITCHEN STAFF ARE EMPLOYED?

(1) LESS THAN 5 ☐

(2) MORE THAN 5 ☐

07. BREAKFAST (Please tick)

Do you Make or Cook:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Porridge	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Eggs Scrambled	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Eggs Boiled	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Eggs Poached	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Eggs Fried	(1) ☐	(2) ☐	(3) ☐	(4) ☐
- Grilled or Fried ..				
F. Bacon	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Sausages	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Tomatoes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Puddings	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Fish	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Poached Fish	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Fresh Citrus Juices	(1) ☐	(2) ☐	(3) ☐	(4) ☐
M. Fresh Fruits	(1) ☐	(2) ☐	(3) ☐	(4) ☐
N. Various Toasts	(1) ☐	(2) ☐	(3) ☐	(4) ☐
O. Beverages - Tea or Coffee	(1) ☐	(2) ☐	(3) ☐	(4) ☐

08. SOUPS (Please tick)

Do you Make or Cook:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Fresh Soups	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Convenience Soups	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Combination of Both	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Clarify Consommes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Bisques	(1) ☐	(2) ☐	(3) ☐	(4) ☐

09. BASIC STOCKS (Please tick)

Do you Make or Cook:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Chicken Stock	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Fish Stock	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Veal Stock	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Brown Meat Stock	(1) ☐	(2) ☐	(3) ☐	(4) ☐

10. STARTERS (Please tick)

Do Make, Cook or Prepare:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Pates	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Seafood Cocktails	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Fruit Cocktails	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Melon	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Avocado	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Egg Mayonnaise	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Mixed Salads	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Hot Starters	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Side Salads	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Smoked Salmon	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Terrines	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Cold Meat Salads	(1) ☐	(2) ☐	(3) ☐	(4) ☐
M. Mayonnaise	(1) ☐	(2) ☐	(3) ☐	(4) ☐
N. Tartare Sauce	(1) ☐	(2) ☐	(3) ☐	(4) ☐
O. Cocktail Sauce	(1) ☐	(2) ☐	(3) ☐	(4) ☐

11. SAUCES (Please tick)

Do you Make or Cook:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Hollandaise	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Bechamel	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Bernaise	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Chasseur	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Curry	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Fish Veloutes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Demi-Glaze	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Gravies	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Reductions	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Apple Sauce	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Caper Sauce	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Onion Sauce	(1) ☐	(2) ☐	(3) ☐	(4) ☐
M. Other	(1) ☐	(2) ☐	(3) ☐	(4) ☐

12. METHODS OF COOKERY (Please tick)

Do you carry out any of the following Cookery tasks:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Roasting of Joints	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Braising	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Deep Fat Frying	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Stewing	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Grilling	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Boiling	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Saute	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Shallow Frying	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Steaming	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Poaching	(1) ☐	(2) ☐	(3) ☐	(4) ☐

13. METHODS OF COOKERY

Do you Make or Cook:

	FREQUENCY			
	DAILY	REGULARLY	SOMETIMES	NEVER
A. Fricasse	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Blanquettes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Casseroles	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Pies	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Pasta Dishes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Pilaffs	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Sweetbreads	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Vol au Vents	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Civets	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Salamis	(1) ☐	(2) ☐	(3) ☐	(4) ☐

14. FISH PREPARATION

Do you carry out any of the following tasks

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Fish Filleting	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Fish Cutlets	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. De-shelling of Prawns	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Lobster preparation	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Breadcrumbing of Fish	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. De-skining of Fish	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Fish Quenelles Making	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Fish Pate Making	(1) ☐	(2) ☐	(3) ☐	(4) ☐

15. VEGETABLES AND POTATOES (Please tick)

Do you carry out any of the following Vegetable Preparation:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Washing of Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Peeling of Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Chopping of Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Cutting of Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Shaping Potatoes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Shredding Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐

16. USE OF VEGETABLES (Please tick)

Do you use any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Frozen Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Prepared Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Dried Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Tinned Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Fresh Vegetables	(1) ☐	(2) ☐	(3) ☐	(4) ☐

17. VEGETABLE COOKERY METHODS (Please tick)

Which methods do you use when Cooking Vegetables:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Poach	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Boil	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Roast	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Deep Fry	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Steam	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Bake	(1) ☐	(2) ☐	(3) ☐	(4) ☐

17. VEGETABLE COOKERY METHODS (cont/d)

Which methods do you use when Cooking Vegetables:

	DAILY	REGULARLY	SOMETIMES	NEVER
G. Saute	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Braise	(1) ☐	(2) ☐	(3) ☐	(4) ☐

18. PREPARATION OF MEATS AND POULTRY (Please tick)

Do you ....

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Bone out Chickens	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Bone out Veal	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Bone out Sirloins	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Bone Hams of Beef	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Prepare Lamb Fairends	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Prepare Loins of Pork	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Dice Meat	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Mince Meat	(1) ☐	(2) ☐	(3) ☐	(4) ☐

19. SWEETS (Please tick)

Do you Make, Cook or Prepare:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Sponges	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Tarts	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Trifles	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Milk Puddings	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Fruit Fools	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Coupes (Iced)	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Mousses	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Yeast Doughs	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Brown Bread	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Gateaux	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Pastries	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Meringues	(1) ☐	(2) ☐	(3) ☐	(4) ☐
M. Pies	(1) ☐	(2) ☐	(3) ☐	(4) ☐
N. Fruit Salad	(1) ☐	(2) ☐	(3) ☐	(4) ☐
O. Cheese Cakes	(1) ☐	(2) ☐	(3) ☐	(4) ☐
P. Sweet Pastry	(1) ☐	(2) ☐	(3) ☐	(4) ☐
Q. Do you use convenience pastry mixes?	(1) ☐	(2) ☐	(3) ☐	(4) ☐

20. MISCELLANEOUS (Please tick)

Do you do any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Serve Food to Customers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Prepare snacks	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Specialist Cookery	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Prepare Buffets	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Decorate Joints for display on Buffets	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Prepare Meals for Bar	(1) ☐	(2) ☐	(3) ☐	(4) ☐

21. EQUIPMENT (Please tick)

Do you operate any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Low Temperature Ovens	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Slicing Machine	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Liquidizers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Convection Ovens	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Bratt Pans	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Potato Peelers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Salamanders	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Charcoal Grills	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Pressure Steamers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Microwave Ovens	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Food Mixers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Food Processors	(1) ☐	(2) ☐	(3) ☐	(4) ☐

22. OTHER TASKS (Please tick)

Do you do any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Ordering of Goods	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Receiving of Goods	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Stocktaking	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Menu Compilation	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Menu Costings	(1) ☐	(2) ☐	(3) ☐	(4) ☐

23. OPENING TASKS (Please tick)

Do you do any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Unlocking doors, cupboards	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Filling Bain Maries	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Stocking Beverage Machines	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Switching on and igniting Equipment	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Re-stocking Kitchen forward stores	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Arranging tools, utensils and Equipment	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Obtaining Raw Materials for Menu items	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Conferring on the days work plan	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Wear complete chefs uniform	(1) ☐	(2) ☐	(3) ☐	(4) ☐

24. CLOSING TASKS (Please tick)

Do you do any of the following:

	DAILY	REGULARLY	SOMETIMES	NEVER
A. Storing unused commodities	(1) ☐	(2) ☐	(3) ☐	(4) ☐
B. Replacing tools and equipment	(1) ☐	(2) ☐	(3) ☐	(4) ☐
C. Switching off power driven equipment	(1) ☐	(2) ☐	(3) ☐	(4) ☐
D. Cleaning the equipment	(1) ☐	(2) ☐	(3) ☐	(4) ☐
E. Cleaning work areas	(1) ☐	(2) ☐	(3) ☐	(4) ☐
F. Cleaning fridges	(1) ☐	(2) ☐	(3) ☐	(4) ☐
G. Cleaning kitchen and stores	(1) ☐	(2) ☐	(3) ☐	(4) ☐
H. Empty and clean beverage machines	(1) ☐	(2) ☐	(3) ☐	(4) ☐
I. Locking cupboards, stores refridgerators, deep freezers	(1) ☐	(2) ☐	(3) ☐	(4) ☐
J. Disposing of used linen	(1) ☐	(2) ☐	(3) ☐	(4) ☐
K. Turning off electricity, steam, gas and water	(1) ☐	(2) ☐	(3) ☐	(4) ☐
L. Closing doors/windows	(1) ☐	(2) ☐	(3) ☐	(4) ☐
M. Locking up	(1) ☐	(2) ☐	(3) ☐	(4) ☐
N. Handing over keys	(1) ☐	(2) ☐	(3) ☐	(4) ☐

25. FIRE/SAFETY (Please tick)

Are you aware of the following:

	YES	NO
A. Procedure in the event of fire in your area of work	☐	☐
B. Location of fire fighting equipment	☐	☐
C. Use of fire blankets	☐	☐
D. Purpose of fire doors	☐	☐
E. Appropriate type of extinguisher to different fires	☐	☐
F. Possible causes of fires in kitchens	☐	☐

GENERAL COMMENTS

INTERVIEWERS REMARKS

APPENDIX 3

Additional summary documents are available, on request, with respect to each of the industry sectors surveyed, vis

- Hotels - Grade A, Grade B, Grade C
- Hospitals
- Contract Caterers
- Non-Contract Caterers
- Institutions
- Bars
- Restaurants - Upmarket, Popular, Fast Food

Grouped summary documents for

- Hotels, B and C
- Hospitals/Industrial/Institutional Catering
- Popular and Fast Food restaurants

are also available.